

First Health Services of Montana Provider Manual

IX. RETROSPECTIVE REVIEW SERVICES

RETROSPECTIVE REVIEW SERVICES

First Health Services of Montana will perform retrospective clinical record reviews on a variety of review items. Reviews will be performed to ensure that there is sufficient evidence of medical necessity for payment and that existing documentation demonstrates that the patient was engaged in active and appropriate treatment that is consistent with acceptable standards of practice for the diagnosis, age, and circumstance of the recipient.

Upon determination by the Department of providers to be reviewed, FHSM will notify the provider by letter of the review and its purpose. A list of records to be reviewed will be provided. The retrospective clinical record review will be conducted on a sample of medical records meeting inclusion criteria. Reviews may be conducted on-site or as a desk review. If a desk review is being performed, providers will have a specified time period to deliver the full medical record to FHSM. The notification time frame will be determined in accordance with the Department's standards.

Upon receipt of the medical record from the provider, a FHSM staff member from the appropriate professional discipline will perform the clinical record review. Providers will be notified via surface mail of any adverse findings that would lead to possible recoupment of Medicaid/State General funds by the Department. The provider will also be notified of their right to appeal any such determination. This appeal process will follow the same process outlined in the previous sections of this manual. Each review will be followed by a complete and comprehensive report, to the Department and provider, within 14 days unless otherwise specified.

Report content and format, all review instruments, protocols, and procedures will be submitted to the Department for approval prior to implementation of the first review.

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CARE COORDINATION

Description of Services

Care Coordinators are instrumental in effecting comprehensive interagency treatment planning through a process of collaboration with an array of providers and other stakeholders. Every effort will be made to establish relationships with, mental health providers, advocacy organizations, and personnel in the juvenile justice, child welfare, education, and social service agencies during the first few weeks of implementation to build a strong foundation for future interagency collaboration.

In performing day-to-day care coordination responsibilities, effective communication needs to occur, not only between local stakeholders and the regional care coordinator, but also with First Health's clinical reviewers. The findings and recommendations of the Regional Care Coordinators are routinely communicated to First Health's clinical review staff. While their roles are differentiated, regional care coordinators and clinical reviewers work seamlessly as a team, sharing a common database with all encounters, clinical information, prior authorization requests, and determinations captured in an electronic record, accessible by either staff member and regularly updated. Once the information is received by the clinical reviewer and a determination is made, notifications will be issued as discussed throughout this manual.

The care coordinator will have first hand knowledge of all community resources available, and will work in close communication at all times with the clinical review staff to provide a community perspective to any request for authorization and/or placement. The results of these planning efforts are communicated to First Health's clinical review staff. Our clinical review staff will be assigned by region, which further promotes effective communication between the care coordinator and clinical review staff. Our electronic database records the current status of each review and ensures that review determinations are not made without receiving a recommendation from the Regional Care Coordinator for each review, where a care coordinator has been assigned.

Care Coordinator Responsibilities

First Health Services of Montana has oriented and trained the team of care coordinators to ensure that all out-of-home placements receive complete comprehensive reviews with the goal of securing the least restrictive clinically appropriate course of therapy. The care coordinators will actively participate in treatment planning and facilitate interagency collaboration for adolescents and children when appropriate.

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- ***Multi-agency Service Beneficiary***

Accessing multi-agency services for individuals is a common problem. This problem occurs as the result of different funding streams and different treatment paradigms. The Regional Care Coordinator will work across multiple systems as needed to effect the service array needed to address the mental health needs of someone who also has multiple service needs. Multi-agency issue may include but not be limited to those individuals with a severe emotional disturbance coupled with developmental delays, chemical dependency issues, involvement with the juvenile justice system, or complex medical needs. The Regional Care Coordinator can be a broker of information and help to ensure that all systems respond appropriately to the needs of the individual with a dual diagnosis.

- ***Transition Services***

Meeting the needs of aging-out youth is a common problem in any system of care, with the rural nature of Montana presenting even more challenges. Although by no means limited to this population, a cohort of youth at high risk of encountering problems in transitioning to appropriate adult services, is the group residing in out-of-home placements. First Health's database will trigger an alert for these and other youth active in our system, one year before their 18th birthday. During each concurrent review subsequently conducted, the clinical reviewer will inquire about the status of transition or discharge plans, proactively making a referral to the regional care coordinator whenever a problem in service transition is expected to occur.

Access and Availability

The Regional Care Coordinators will be accessible through local phone numbers, local fax lines or through calling First Health Services of Montana Helena office toll free number. The Care Coordinators will be available 8:00 a.m. to 5:00 p.m. (Mountain Standard Time) Monday through Friday.